

Managed Application Hosting

Product Summary

With Managed Application Hosting DET performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Each account has a unique instance of the web server, the application server, and the database which allows these services to be versioned and configured according to the needs of the application. There are separate environments for J2EE applications requiring the Tomcat application server and for applications requiring PHP services. The specifications for these two environments are listed separately.

	J2EE Environment	PHP Environment
Operating System	Linux	Linux
Web Server	Apache	Apache
Application Server	Tomcat	None
Scripting	CGI, JSP	PHP, CGI
Databases	MySQL, DB2, SQL Server, or Oracle	MySQL

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which DET has core competencies are also available. DET provides robust production servers in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS. For the safety and security of the users of this product, DET maintains and controls the operating software on these servers. Users are not allowed to download and compile additional software in their accounts. For J2EE applications to be deployed on the production server, they must be tested on a DET application testing (AT) server.

Product Features and Functions for the J2EE Environment

Managed Application Hosting Features – J2EE			
Feature	Detail	Feature	Detail
Disk Space Included	2GB	CGI-BIN, Perl, SSI, Cronjobs	Yes
Data Transfer / Bandwidth	30GB/MO	Approved domains supported	5
Maximum Memory Allocation	128KB	Security: Shared SSL	Yes
Maximum Stack size	128KB	IP Addresses	One
Operating System	Linux	Applications Allowed	One per domain
Application Server	Tomcat	Database Administration	PhpMySQL Admin
Web Server	Apache	Support for UMD authentication	Yes
Backup Schedule	Nightly	Web Statistics (upon request)	WebTrends
Support Schedule	24/7	Java Servlet, JSP, J2EE compliant	Yes
		FrontPage 98/2000/2002 Ext.	No

Product Features and Functions for the PHP Environment

Managed Application Hosting Features - PHP			
Feature	Detail	Feature	Detail
Disk Space Included	2GB	Backup Schedule	Nightly
Data Transfer / Bandwidth	30GB/MO	Support Schedule	24/7
Maximum Memory Allocation	128KB	CGI-BIN, PHP, Cronjobs	Yes
Maximum Stack size	128KB	Approved domains supported	5
Operating System	Linux	Security: Shared SSL	Yes
Web Server	Apache	IP Addresses	One
Application Server	None	Support for UMD authentication	Yes
Database	MySQL	Web Statistics (upon request)	WebTrends
Database Administration	PhpMySQL Admin	Java Servlet, JSP, J2EE compliant	No
Applications Allowed	1 per domain	FrontPage 98/2000/2002 Ext.	No
Web Server	Apache		

Product Benefits

Managed Application Hosting Benefits
Connected to the State of Utah PRIVATE network.
Firewall protection against unwanted intrusion is provided.
Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)
The servers are located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.).
There is consistency between the development, testing, and production environments.

Additional Services available for this Product

Optional Services Not Included with Product
Database design, performance, and administration
PHP and Java development services and consulting
Integration of Utah Master Directory (UMD) with application
Open source portal development / integration
Website development
Graphic design, Flash development, and animation creation
Video and audio streaming and administration
Performance tuning for your application or database
Technical writing and content editing
System administration support to debug and resolve application issues.

DET Responsibilities

DET Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array.
Monitor and maintain the integrity of the network.
Install and maintain the server hardware for the Acceptance Testing and Production environments.
Install and maintain the Linux operating system for the Acceptance Testing and Production environments.
Install and maintain the Apache web server for the Acceptance Testing and Production environments.
Install and maintain the Tomcat application server for the Acceptance Testing and Production environments.
Install and maintain MySQL software (this does not include database administration) for the Acceptance Testing and Production environments.
Provide the tools to be used by each customer to develop their own instance of MySQL
Provide and install base OS software and hardware upgrades in the Acceptance Testing and Production environments as necessary.
Coordinate scheduled downtime with customers.
Backup the system and source code/applications nightly.
Provide Siteminder WebAgent.
Problems associated with the application are the customer's responsibility.
DET will provide up to one hour a month to deploy the application.

Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data for each instance of MySQL.
Develop and maintain all application software running in customer's server instance. Customer must test software in the Acceptance Testing environment before deploying to production.
Provide customer support services to the end-users of the application.
Perform all pre-production requirements required by application including development and acceptance testing, prior to production deployment. Isolating these functions will require an account on DET non-production servers.
Trouble shoot all problems originating with the application and/or database connectivity. DET system administrators are available for assistance by opening a Remedy ticket. The time they spend will be billed to the customer.

DET Customer Support

DET Customer Support
Technical assistance incidents are managed based on appropriate industry best practices.
Incident resolution is accomplished by multi-level technical support staff.
Incidents can be submitted 24 x 7 via phone, Internet and Live Chat.
Internet submissions are monitored during normal business hours, Monday-Friday 7:00 AM to

5:30 PM.

Incident priority is based on the importance of system(s) affected, the severity of system degradation, and the number of affected users.

Initial response targets are two business hours for low and medium priority incidents, one clock hour for high priority incidents and thirty clock minutes for urgent priority incidents.

Incident resolution targets are twelve business hours for low priority incidents, ten business hours for medium priority incidents, six clock hours for high priority incidents and three clock hours for urgent priority incidents.

Response performance, resolution performance and customer satisfaction are measured and reported regularly

Product Rate

Managed Application Hosting Rates		
Frequency of Billing	Description	Rate (\$)
Monthly charges	Hosting services	\$59.00
	Custom Certificate (optional)	\$10.00
	Additional Storage	\$.0013 / MB
	Additional Storage–High Performance	\$.0015 / MB
One time charges	Setup & Initial Deployment	\$150.00
Optional feature one time charges	Consulting services (as needed)	\$75.00/hour

Ordering the Product

An order form is available on the dts.utah.gov web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Managed Application Hosting**. If you need further help, please contact your Customer Relationship Manager.

Product Agreement

DET and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DET and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.